

# MLTI iPad

## Enhanced Management Capabilities - Action Required

Updated February 18, 2014

### Summary

We are releasing a new and unique Mobile Device Management application feature for MLTI iPads, which requires time sensitive action by MLTI. This new feature will disable the ability to remove the Casper Mobile Device Management application ("Casper MDM") by the end user. This new feature enhances the MLTI ability to secure and control the devices during the Smarter Balanced Assessment Consortium ("SBAC") field testing period.

To take advantage of this important device management feature, schools need to complete the following two steps for each student and teacher MLTI iPad:

1. Enroll iPad in the Casper MDM
2. Update the iPad iOS version to 7.0.4. or later.

Once both steps are completed, end users will be unable to remove Casper MDM enrollment from the iPad. This enhancement further assists with the supervision and device management necessary for successful SBAC testing.

Provided below is a guide to walk you through the two step process above. Part One outlines how to enroll the MLTI device in the Casper MDM. Part Two outlines how to update your device to the current version of iOS, 7.0.4. or later.

***The deadline for completing the two steps above is Wednesday March 7, 2014 at 11:59 PM. Please call the MLTI Help Desk if you are unable to complete the steps prior to the deadline. Failure to complete the steps prior to the deadline will require iPads to be completely erased, updated, and restored, to take advantage of this new feature.***

### Additional Benefits of Enhanced Management Capabilities and enrollment in Casper

1. Ability to conduct Smarter Balanced Assessment Consortium field testing. This requires single app mode, which is only available to supervised devices.
2. The ability to clear forgotten passcodes.
3. Global Proxy for Filtering Content of iPads in both school and at home.
4. Prevents students from installing configuration profiles such as VPN settings.
5. In the future supervised iPad devices will be able to:
  - Clear activation lock via Casper MDM application

- Silently install apps without user intervention when Apple's Managed Distribution process is supported

We encourage you to read the following FAQs in support of the roll out of this new feature.

## FAQs

### Why is this time sensitive?

We are rolling out a unique ability to prevent the removal of the MDM profile without having to erase and restore a device. The window to install this MLTI-specific solution will expire on March 7th. After March 7th, a device will have to be erased and restored from backup to take advantage of this capability.

### How do I identify which devices need to be updated?

You can create an Advanced Mobile Device Search in Casper to see which devices need attention in real time. Details on how to do this are available here:

[http://resources.jamfsoftware.com/archive/Casper\\_Suite\\_9.2\\_Administrators\\_Guide.pdf](http://resources.jamfsoftware.com/archive/Casper_Suite_9.2_Administrators_Guide.pdf)  
(see pages 376-377)

If you have not attended Casper training please call the MLTI Help Desk at **1-800-919-2775 code: 4MLTI (46584)** and escalate to the Apple MLTI Project Team for assistance.

### Can an iPad be enrolled in Casper, but not be running iOS 7.0.4. or later?

Yes. If this is the case skip Part One, and proceed to Part two.

### Likewise, can an iPad be running iOS 7.0.4. or later and not enrolled in Casper?

Yes. If this is the case you only need to complete Part One.

### Does the order of this process matter?

Yes, if the device needs to complete both steps at the same time. It is most efficient to first enroll in Casper and then update iOS. Once the iOS update has begun you can move on to the next device.

### How long will this take?

Enrolling in Casper should take one to two minutes per device. Updating iOS could take ten to thirty minutes, with the longer times necessary for devices upgrading from iOS 6.

**Should I block Apple software updates?**

No. As of iOS 7 and OS X Mountain Lion, all devices use your school's MLTI caching server (Mac mini).

**What if I get a message about insufficient space?**

iOS updates require 1 - 3 GB of free space. The easiest way to reclaim space is deleting videos or photos in the Camera app. You could also delete apps and reinstall them after the upgrade.

**Is this available for non-MLTI iPads?**

This feature is only available for MLTI iPads.

# Part 1 - Enroll Device in Casper

1. Check if you are enrolled in Casper by searching for the 'Self Service' Web Clip. You can look for it or search for it with Spotlight.



2. If you do not find the 'Self Service' app continue on.
3. On the iPad, open Safari and go to [enroll.mlti.net](https://enroll.mlti.net)
4. Tap the 'Re-enroll' button

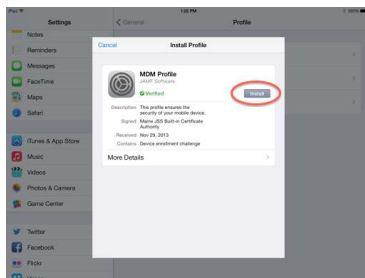
## Re-enroll your MLTI iPad

If you do not see a 'Self Service' icon on your iPad, please reinstall the enrollment profile.

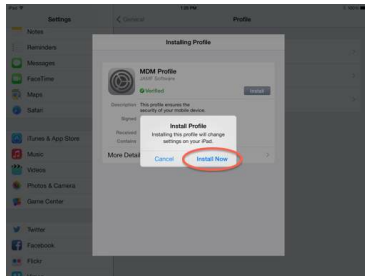
Tap this button and follow on-screen prompts to re-enroll your iPad:



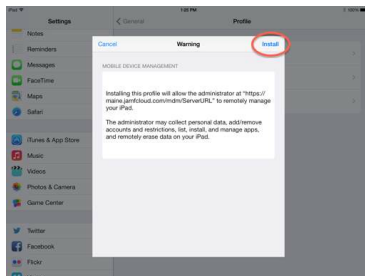
5. When prompted, please tap 'Install'



6. Tap 'Install now'



7. Tap 'Install'



8. When the process completes, tap 'Done'.
9. Verify iPad has the 'Self Service' Web Clip seen in step 1.

## Part 2 - Update to iOS 7.0.4. or later

1. Go to Settings > General > About
2. If the Version listed is 7.0.4. or later, the device is updated and no further action is needed.
3. If the Version is not 7.0.4. or later, tap 'General' again, then tap 'Software Update.' You will see one of these 2 screens, depending on which iOS version the device is on:



4. Tap 'Install' or 'Download and Install' to update to iOS 7.0.4. or later.
5. Once a device has completed both parts, a Web Clip will be installed that indicates the process has been successfully completed. You can visually identify the Web Clip or search for it. It is titled "MLTI Complete" and will look like this:

